

After-Hours Support Data

[View in Power BI](#) ↗

Last data refresh:

8/28/2019 2:13:49 PM Eastern
Standard Time

Downloaded at:

10/1/2019 1:20:29 PM Eastern
Standard Time

Date Submitted

8/1/2017

8/1/2019

Day of Submission

All

Time Submitted Hour

All

Submitted by

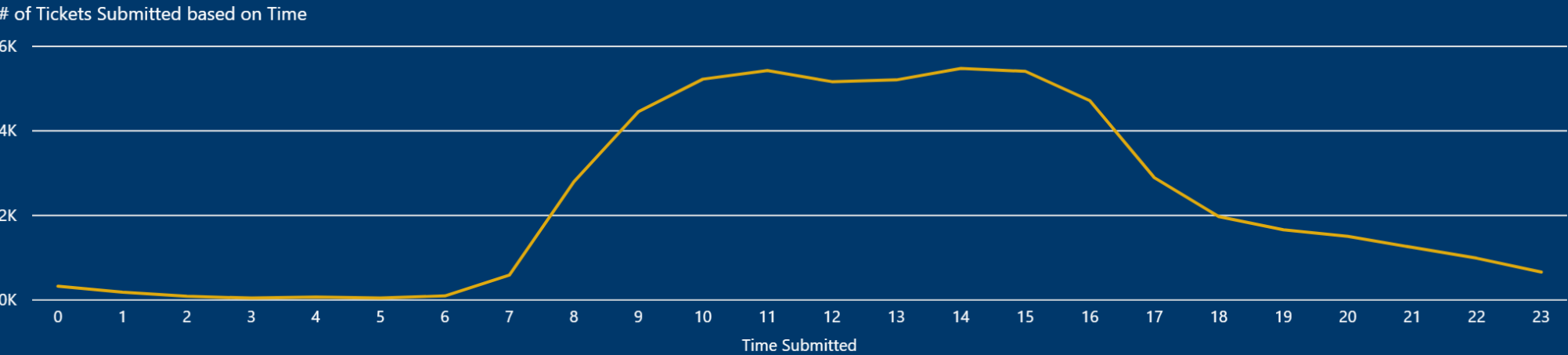
All

Time Submitted: All

After-Ho...
(5pm - 8am)

Business
Hours
(8am - 5pm)

Day of Submission	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	38	28	12	7	8	4	7	16	23	66	132	174	220	324	321	315	318	369	302	280	269	262	181	106
Monday	57	34	13	8	11	17	17	131	630	1032	1111	1175	1076	1096	1094	1072	998	594	373	315	299	208	170	123
Tuesday	54	27	12	4	10	5	18	137	620	965	1066	1058	1012	970	1027	1010	913	507	292	248	245	194	152	98
Wednesday	43	26	13	8	6	7	16	99	565	794	992	1056	964	900	978	983	801	459	328	223	206	157	126	72
Thursday	40	15	14	4	5	6	16	107	498	762	909	934	846	926	911	972	888	463	314	276	217	179	147	120
Friday	56	25	11	7	17	5	17	87	417	743	862	873	823	793	887	845	629	350	212	176	157	141	125	66
Saturday	38	29	12	8	12	5	6	13	44	92	153	158	224	198	259	213	169	152	151	145	112	103	87	76
Total	326	184	87	46	69	49	97	590	2797	4454	5225	5428	5165	5207	5477	5410	4716	2894	1972	1663	1505	1244	988	661



56254

Total Tickets

100.00%

Percent of Total

Date Submitted

8/1/2017

8/1/2019

Day of Submission

All

Time Submitted Hour

All

Submitted by

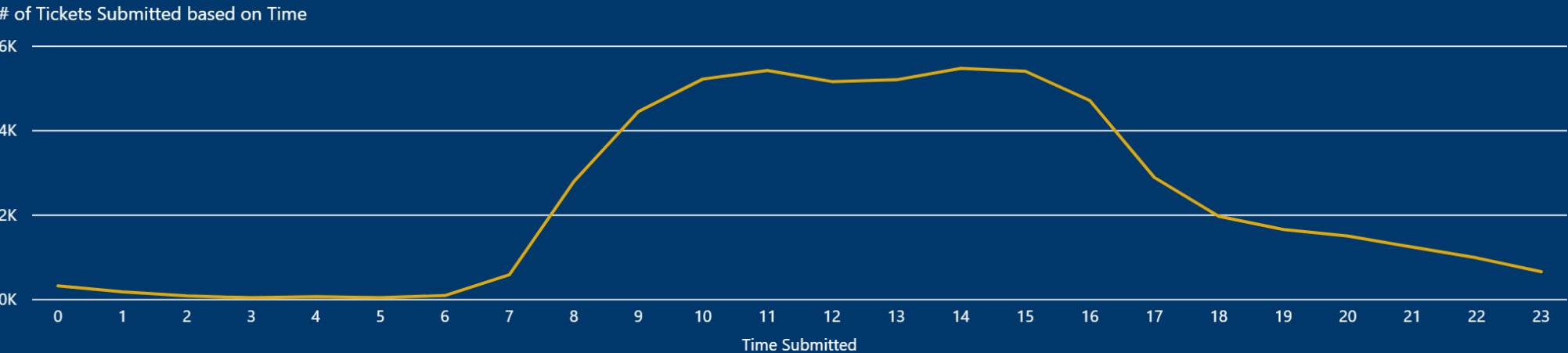
All

Time Submitted: All

After-Ho...
(5pm - 8am)

Business
Hours
(8am - 5pm)

Day of Submission	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	38	28	12	7	8	4	7	16	23	66	132	174	220	324	321	315	318	369	302	280	269	262	181	106
Monday	57	34	13	8	11	17	17	131	630	1032	1111	1175	1076	1096	1094	1072	998	594	373	315	299	208	170	123
Tuesday	54	27	12	4	10	5	18	137	620	965	1066	1058	1012	970	1027	1010	913	507	292	248	245	194	152	98
Wednesday	43	26	13	8	6	7	16	99	565	794	992	1056	964	900	978	983	801	459	328	223	206	157	126	72
Thursday	40	15	14	4	5	6	16	107	498	762	909	934	846	926	911	972	888	463	314	276	217	179	147	120
Friday	56	25	11	7	17	5	17	87	417	743	862	873	823	793	887	845	629	350	212	176	157	141	125	66
Saturday	38	29	12	8	12	5	6	13	44	92	153	158	224	198	259	213	169	152	151	145	112	103	87	76
Total	326	184	87	46	69	49	97	590	2797	4454	5225	5428	5165	5207	5477	5410	4716	2894	1972	1663	1505	1244	988	661



15778

Total Tickets

28.05%

Percent of Total

Date Submitted

This
-
Year

1/1/2019 - 12/31/2019

Day of Submission

All

Time Submitted Hour

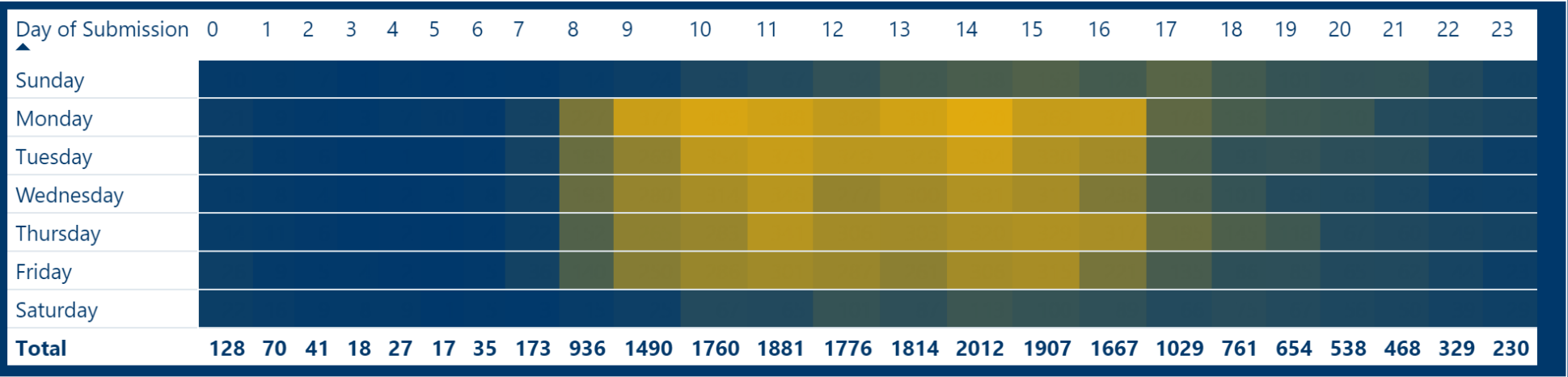
All

Submitted by

All

Time Submitted: All

After-Hours (5pm - 8am)
Business Hours (8am - 5pm)



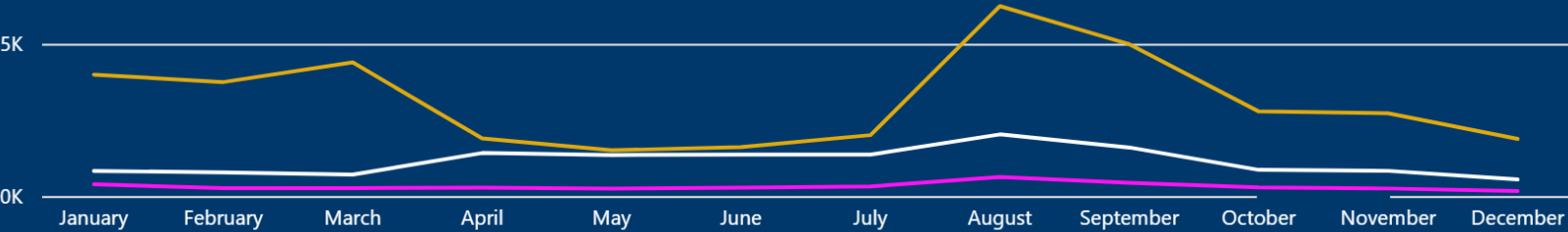
Tickets Submitted

based on Type of Submission

Submitted by	January	February	March	April	May	June	July	August	September	October	November	December
Agent	856	806	733	1445	1381	1395	1394	2056	1626	890	858	575
Email	4020	3775	4421	1922	1535	1637	2031	6269	5020	2809	2747	1908
Web	416	289	294	305	273	308	347	658	465	314	279	195
Total	5292	4870	5448	3672	3189	3340	3772	8983	7111	4014	3885	2678

of Tickets Submitted based on Time

Submitted by ● Agent ● Email ● Web



Date Submitted

8/1/2017

8/1/2019

Day of Submission

All

Time Submitted Hour

All

Submitted by

All

Time Submitted: All

After-Hours
(5pm - 8am)

Business
Hours (8am -
5pm)

Date Submitted

8/1/2017

8/1/2019

Day of Submission	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	38	28	12	7	8	4	7	16	23	66	132	174	220	324	321	315	318	369	302	280	269	262	181	106
Monday	57	34	13	8	11	17	17	131	630	1032	1111	1175	1076	1096	1094	1072	998	594	373	315	299	208	170	123
Tuesday	54	27	12	4	10	5	18	137	620	965	1066	1058	1012	970	1027	1010	913	507	292	248	245	194	152	98
Wednesday	43	26	13	8	6	7	16	99	565	794	992	1056	964	900	978	983	801	459	328	223	206	157	126	72
Thursday	40	15	14	4	5	6	16	107	498	762	909	934	846	926	911	972	888	463	314	276	217	179	147	120
Friday	56	25	11	7	17	5	17	87	417	743	862	873	823	793	887	845	629	350	212	176	157	141	125	66
Saturday	38	29	12	8	12	5	6	13	44	92	153	158	224	198	259	213	169	152	151	145	112	103	87	76
Total	326	184	87	46	69	49	97	590	2797	4454	5225	5428	5165	5207	5477	5410	4716	2894	1972	1663	1505	1244	988	661

Weekends



Weekdays



After Hours Support
Submitted by CHD

After-Hours Support Options

Option 1

Stay with CHD
~\$90K - \$100K
up to 10,000 contacts
*waiting on official #s

Option 2

Bring in-house
\$ Depends on coverage
\$70K till Midnight (M-F)
1 or 2 FT + Student Workers

Option 3

Leverage UTK for
after-hours support
No Cost Model Present

Option 4

Partner w/ the Library to
provide phone and walk-in
support after-hours